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Community-Based Adult Services Certification Renewal Overview

What is the Certification Renewal Process?

The Medi-Cal certification renewal process consists of a pre-survey review of specific documents and an unannounced survey visit that evaluates the quality of the program and services received by Community-Based Adult Services (CBAS) center participants.

What is the difference between the pre-survey review and the survey visit?

The pre-survey review consists of an analysis of application documents and information that are requested prior to the on-site survey. The pre-survey review helps prepare the survey team for the survey visit.

The survey visit is conducted to observe and evaluate the quality of the program and services received by CBAS center participants.

Why is certification renewal done?

Welfare and Institutions Code Section 14573 allows the center to be certified to obtain Medi-Cal reimbursement for providing CBAS services to Medi-Cal beneficiaries for a maximum period up to 24 months. Before certification is renewed, the provider is required to submit an application for renewal and California Department of Aging (CDA) is required to conduct an on-site review to ensure that the center is complying with all certification requirements and standards contained in the California Code of Regulations, Title 22, Chapter 5, CBAS Waiver requirements and the Welfare and Institutions Code.

Who conducts the certification renewal process?

Health Program Advisors and Nurse Evaluator Surveyors from the California Department of Aging (CDA), Community-Based Adult Services Branch.

What can I expect from the CDA staff?

You may expect that:

- You and your staff will be treated professionally and respectfully.
- We will minimize interruptions to your program whenever possible.
- We will explain the process and assist you with understanding requirements as needed.

- We will request necessary records, documents, and information prior to, during, and after the survey.
- We will engage your staff and participants in interviews throughout the process.

What does the process entail?

The process consists of:

- A pre-survey review and analysis of application materials and program information completed in the CBAS Branch Office.
- An entrance conference with the administrator and program director to explain the survey process.
- A random sample selection of participants who are authorized to receive center services.
- Observation of the center's program.
- Interviews with participants, professional staff, and/or family members.
- Review of participant and employee records.
- Review of administrative records and processes.
- An exit conference with center staff after completion of the survey visit.

How long will the process take?

The Certification Renewal Process begins approximately 6 months prior to your certification expiration date. The pre-survey process takes approximately 30-60 days and the survey visit is usually one to two days in length.

What do I need to do?

You will need to:

- Provide a complete certification renewal application and requested documents and information in a timely manner. A CBAS Branch staff will contact you after you receive the Certification Renewal application to discuss the process.
- Ensure the documents and information listed below and in Part II of the application instructions are updated and maintained with current information ready for submission as requested.
- Inform your staff that they may be called/interviewed and to please cooperate with the interview process. Follow-up telephone conversations with center staff will be completed as needed in order to complete the certification renewal process.
- Announce to your participants during the survey visit that they may be invited to speak to the surveyors.

- Post the signs announcing the Certification Renewal survey provided by the surveyors during their visit.
- Allow access to all center information including participant and employee records.
- Provide a private space for participant and employee interviews.
- Provide access to a copy machine.
- Provide your own tape recorder and tape if you want to record the exit conference.

Prior to and/or during the survey, you may be asked to provide any of the following items:

- Current Staffing/Services Arrangement form (ADH 0006)
- Most current Participant Characteristics Report (CDA CBAS 293)
- List of all participants enrolled with dates of enrollment
- List of participants in attendance
- Completed Nutrition/Therapy/Consultant Hours (CDA 1035)
- Key Personnel-Contact and Staffing Information form (CDA 284)
- Staff time sheets and consultant invoices/pay stubs
- Participant attendance and transportation records
- Participant health records
- Maintenance program in-service training records conducted by the therapists
- Maintenance program therapy hours log sheets
- Personnel files
- Service contracts
- Utilization Review Committee reports for the past 12 month period
- Center policy and procedure manuals